



## **Matching an Ergonomic Program to *Your* Corporate Structure**

**Friday November 20, 2009**

**8:30 to 9:30 am**

**Session FA2**

CASCADe

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## Session Overview

### Identification/Understanding:

- Corporate structure
- Corporate needs and wants

### Program:

- Design/Development
- Implementation
- Assessment

## Session Take-aways

- Identify Corporate Ergonomic Needs
- Develop a Cost Effective Implementation Plan
- Evaluate Self Service Models
- Assess Training Value
- Assess Vendor Value
- Measure and Communicate Success

## Understanding Your Corporate Structure

### Players/Roles

- Senior Management
- Middle Management
- Front Line Management
- Producers

## Understanding Your Corporate Structure

### Program Drivers

- Lost time
- Lost production
- CTD claims
- Medical/Health

## Understanding Your Corporate Structure

### Decision Makers

- Who is responsible for expenditure\$
- Who is responsible for outcomes
- Who is responsible for implementation

## Understanding Your Corporate Structure

- Needs v. Wants
- Matching Dollars to Sense
- Applying Knowledge to Reality

## Needs v. Wants

Senior Mgmt	Middle Mgmt	FLM	Producer
<ul style="list-style-type: none"> <li>• Reduce exposure</li> <li>• Manage premiums</li> <li>• Meet corporate metrics</li> </ul>	<ul style="list-style-type: none"> <li>• Meet production standards</li> <li>• Manage staffing</li> <li>• Maintain work flow</li> </ul>	<ul style="list-style-type: none"> <li>• Reduced recordables</li> <li>• Budget management</li> <li>• Production standards</li> </ul>	<ul style="list-style-type: none"> <li>• Less discomfort</li> <li>• Tools to get job done</li> <li>• Stay employed</li> </ul>
<ul style="list-style-type: none"> <li>• Maintain costs</li> <li>• Turn profit</li> <li>• Return for stakeholders</li> </ul>	<ul style="list-style-type: none"> <li>• Decreased documentation</li> <li>• Decreased impact on bottom line</li> </ul>	<ul style="list-style-type: none"> <li>• Increased productivity</li> <li>• Contented work force</li> </ul>	<ul style="list-style-type: none"> <li>• Work/Life balance</li> <li>• Feel taken care of</li> <li>• Stay employed</li> </ul>

## Dollars to Sense

- Cost Benefit Analysis
- Identification of Costs
- Internal Rate of Return (IRR)

## NSC Accident Facts 03-04 Data

### Average Cost Data

Cumulative Trauma	\$ 17,013
Carpal Tunnel	\$ 16,610

### Number of Lost Workday Cases

Repetitive Motion	48,710
Carpal Tunnel	18,710
Tendonitis	6,930

## Dollars to Sense

### Direct Costs

- Insurance Premiums
- Lost Wages, Medical Expenses, and Rehab Costs if Self Insured

## Dollars to Sense

### Indirect Costs

- Costs not covered by WC
- Wages for WC waiting period
- DOI time lost
- Time @ and travel MD
- Time @ and travel Rehab
- Reduced output until 100%
- Overtime costs

## Dollars to Sense

### Indirect Costs

- Time lost by non injured workers
- Decreased output by replacement EE's
- Time cost of manager to manage process
- Time cost of Safety Professional
- HR costs to manage the injury
- Damage to equipment/product

**Direct Cost to Indirect Cost Ratio 1:4**

## Dollars to Sense

- Internal Rate of Return (IRR)

Program Cost: X

↓ 'd Inj Cost: Y<sub>1</sub>

↑ 'd Production: Y<sub>2</sub>

↑ 'd Quality: Y<sub>3</sub>

$$X < Y_1 + Y_2 + Y_3 = \text{Fiscal Feasibility}$$

## Knowledge to Reality

Listening v. Hearing v. Talking

“There are people who, instead of listening to what is being said to them, are already listening to what they are going to say themselves.”

– **Albert Guinon (1863 - 1923)**

## Program Design/Development

- Identification of Need
  - OSHA logs
  - Claims review
  - Increased reporting

## Program Design/Development

### Cultural Differences

#### **Corporate**

- \$ Driven
- Impact on bottom line
- Deadlines
- Cost centers
- Productivity: Product
- Cash flow model
- Form
- MOD rates

#### **Medical**

- Health driven
- Cost for lost services
- Schedules
- Client centered
- Productivity: Time
- Insurance model
- Function
- Reimbursement rates

## Program Design/Development

### PROACTIVE

- Prevention
- Leadership driven
- Supportive
- Increased productivity
- Well being

### REACTIVE

- Intervention
- Claim driven
- Post lost time
- Decreased productivity
- Pain, discomfort

## Program Design/Development

### Brick & Mortar

- Clustered groups
- Onsite management
- Risk reduction follow through
- Morale issues

### Telecommuter

- Longer hours
- Work environment
- Limited social support
- Isolation
- Management availability

## Program Design/Development

### SERVICE PROVISION CONTINUUM

- Self Service Model (SSM)
- Immediate Corrective Actions (ICAs)
- Telephonic/Electronic Triage
- Training
- Stretching Programs
- On Site Assessments

## Program Implementation

### Things to consider

- Employees perception of expertise
- Skills and training of the assessor
- Responsiveness
- Cost
- Coordination with approved list of workstations / accessories

## Program Implementation

### Resources

- Internal
  - Skill set
  - Training
  - Productivity
- External
  - Referral/Distribution channels
  - Geographic Footprint
  - National Scope

## Implementation Checklist

- Need Identification
  - Are they realistic: budget, time, production
- Achievable/Measurable Outcomes
  - Specific to incident rates or MOD rates
- Map Process
  - Identify what can be done internally
- Work Flow/Process
  - Schedules, reporting, distribution

## Implementation Checklist

- Distribute to corporate
  - Bridge gap between end result and corporate expectation
- Contact vendor
  - Specific plan in hand; clear and precise
- Request SSI's
  - See service provision model
- SLA
  - Who, what, when, where, why and how

## Implementation Checklist

- Manage scope
  - If large in scope request quarterly metrics
- Develop contact relationship
  - Maintain ongoing communication with target person
- Measure and market success
  - What gets measured gets done!

## Implementation Pitfalls

- Communication
  - Internal Provider/External Vendor
- Service delivery
  - Right people/right place
- Distribution and Billing
  - Clearly defined lists and contacts
  - Product lists
- Don't Drag and Drop

## Program Assessment

- Employee comfort
- Increased productivity
- Reduced reportables/recordables
- Vendor metrics
- (+)IRR